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MEMORANDUM FOR: Deputy Director for Management and Services

SUBJECT : Application for Employment -

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1. Attached for your review is a chronology of events which occurred throughout the processing of Mr. [REDACTED] application. Also attached is a suggested response to Mr. [REDACTED] letter for the Director's signature.

2. The facts, as presented in the attached chronology, pretty well speak for themselves. From the applicant's point of view, he is absolutely right. We received his first letter on 23 March 1973, and he received our last letter on 3 April 1974. To some extent, this problem is a little bit like statistics - it depends on who counts what. The actual "processing" time, from 2 and 7 August when Medical and Security clearances were requested to 9 and 13 November when these clearances were granted, is quite reasonable in our experience.

3. I am aware that you will be receiving comments on this case from other elements of the Directorate, so I will not attempt to address myself to their facets of the problem. However, I have supplied them with copies of the attached chronology.

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4. Mr. [REDACTED] commented on his being tested twice on his language capability. On looking into this, we find that the CTP has applicants tested in speaking, understanding, and reading capability. [REDACTED] however, is primarily concerned with reading ability, and the [REDACTED] test contains economic, political and scientific terminology pertinent to this work. Therefore, I can understand the reason for double-testing, but I also recognize that Mr. [REDACTED] may have some difficulty understanding this.


5. On the positive side of the ledger, we have as one of our objectives

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the reduction of this time process. We are presently concentrating on the time frame which begins with receipt of full application in the Staff Personnel Division and ends with receipt of appointment action from the component. We are also keeping book on the whole process to see where time lags occur and to provide a basis for selecting our next time frame target. The attached chronology is a good example of what the whole process looks like and demonstrates the numerous elements involved in the process. Despite the complexity of trying to orchestrate so many unrelated players, we are still trying, and I believe we can streamline and speed-up this process.

  
F. W. M. Janney  
Director of Personnel

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Attachments

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